

13917 Questions and Responses – Set 1

- Q1.** Section 3.2 references of 18,923 enrollments & 3.3.7 population of 5,500 learners: Does enrollments equate to the number of courses accessed by 5,500 learners? E.g. there were 18,923 individual enrollments for 5,500 users of the system in FY14.
- R1.** There were 18,923 enrollments into 266 courses by 4,370 learners in 2014. In 3.3.7 an increase in learners to 5,500 has been allowed.
- Q2.** Please let me know if the items below are mandatory. Within our system an administrator can upload documentation and allow it to be searched but currently a learner cannot. This design is to ensure data integrity and consistency.
- 3.5.8 Allow learners to upload external training documentation. The LMS should allow for storage, search, and retrieval of this documentation.
- R2.** Please see section 5.3 regarding mandatory requirements. Learners must be able to upload external training documentation (i.e. written responses, written and video demonstrations, etc.).
- Q3.** In reviewing the RFP there are a number of references to course content – do you have a need for custom content services? If so, we offer these services – and our thinking is that we might mention these services in 3.18 – Vendor Responsibility – where we could talk about “any and all available solutions”. Is that an appropriate place to provide this information?
- R3.** The Iowa DOT currently has customized training content. Future training content will be needed and can be mentioned in 3.18 but is not being purchased as a part of this RFP.
- Q4.** Proposal Guarantee Amount is: N/A – We take that to mean that we do not have to provide a proposal guaranty – is that correct?
- R4.** Please see the Formal Terms and Conditions, Section A3, section 2.31 & 4.2.14.
- Q5.** Section 3.3.7 states a population of 5,500 Learners.
- Does this include the entire state?
 - Does this include the external audience mentioned in 3.4.9? If not, what would be the estimated number of external users? If so, how many are internal to DOT and how many are external to DOT?
- R5.**
- No, this does not include the entire state. 5,500 learners is for the Iowa DOT only.
 - Yes, this does include the external audience mentioned in 3.4.9. Approximately 2,800 are internal employees at the Iowa DOT.
- Q6.** Section 3.5.32, assist in recruiting efforts
- Can you provide a couple examples of the expectations for this?
- R6.** This will not be used as a recruitment tool, but will only be used to assign courses to prospective employees not yet in our system.
- Q7.** Section 3.7.13 Allow customization to incorporate agency’s name and logo
- How many agencies’ would this include?

- R7.** This contract would require customization for the Iowa DOT name and logo only. Possible future contracts for other agencies would require customization for their name and logo. It is not known how many other agencies may be interested in the resulting contract.
- Q8.** Section 3.13 Convert all of the data
- Can you provide examples of what would be included as “all data?”
- R8.** Historical data of enrollments in courses completed at the Iowa DOT and active course information includes but is not limited to: course number, course name, course type, session, location, instructor, status, meeting date and time, capacity, availability, enrollments.
- Q9.** Section 3.5.6, number 8, input qualification suspensions and track those suspensions for specific timelines.
- Can you provide an example and how you would like this to function?
- R9.** Example: A certified technician is observed improperly performing a function and is issued a suspension. The start or end date and length of the suspension need to be available. This may be a suspension for an individual certificate, or in certain cases be a suspension for all certificates.
- Q10.** Section 3.5.8, Learner to upload external training documentation
- Can you give an example, would it be like a certificate of completion? Would it be adding a transcript item?
- R10.** See response to Q2. Learners must be able to upload external training documentation (i.e. written responses, written and video demonstrations, etc.).
- Q11.** What off the shelf content libraries are you using today?
- What Vendor(s)?
 - Total number of courses?
 - Are they scorm or aicc or possibly both? Are they hosted by you or the vendor?
- R11.**
- The Iowa DOT is currently creating a web based training document using Adobe Presenter as the main publishing tool and Adobe Connect as the LMS for our WBT's.
 - Current web based training – 100+ courses.
 - They are scorm and hosted by Adobe.
- Q12.** Are you using any authoring tools to create your own content? Like Articulate, Lectoria, Camtasia, LCMS? What would the approximate size of these courses? Can you publish them to SCORM?
- Total number of courses to be hosted?
- R12.** Camtasia, Adobe Presenter, Captivate. The courses vary greatly in size from a few mb's to over 140 mb's. Yes, they can be published to SCORM.
- Approximately 100+, but will grow
- Q13.** For the historical data load
- Do we need to provide an estimate for this and scope later?

b. How many total records would this include, for example, how many completions total? This will give us an idea of the file size and time.

- R13.** a. Historical data for all years to be converted is not readily available therefore the Schedule of Prices provides a line item for hourly rates for conversion.
b. The data below is for the past six years, but there will be additional years that will also need to be converted for records - potentially dating back to 1982.

Calendar Year	Total # Courses	Total # Enrollments	Total Individuals Enrolled In A Course
2014	266	17,307	4,370
2013	241	18,921	4,667
2012	221	16,927	4,448
2011	205	17,408	4,425
2010	175	15,442	3,988
2009	208	19,390	4,494

Q14. Do you have a preference regarding the format for the response, for example, if we put the questions into a table? Should we use the same sections numbers you are using for our response?

R14. Vendors should follow the numbering within the RFP in submitting proposals.

Q15. Just to confirm, there is NO scheduled pre bid conference, correct?

R15. Please see the Procurement Timetable, and also section 2.30 of the RFP.

Q16. Section 4.2.14 Are we required to complete the Bid Bond and/or proposal guarantee, we were not understanding this completely?

R16. Please see Section 2.31 of the RFP.

Q17. Can we use our own pricing grid for the pricing response if we cover all of the items or do we have to write it in with ink in the printed pdf format that shows in the document?

R17. Please use the schedule of prices provided.